



## Regional Action Plan Report

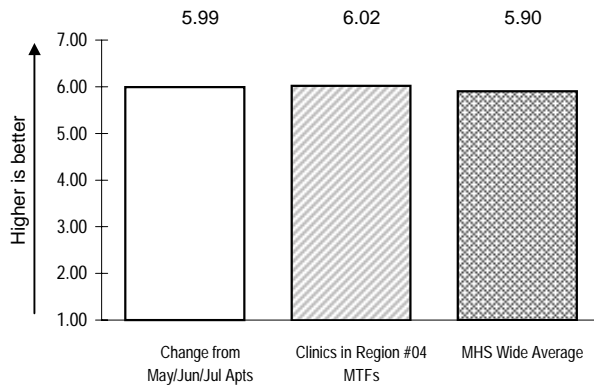
### TRICARE Gulfsouth Region

#### Patient Satisfaction Report: August/September/October 2000 Appt. Data

Total Mailed = 8143 Returns As Of Cutoff = 2319 Non-deliverables = 701 Response Rate = 31.2%

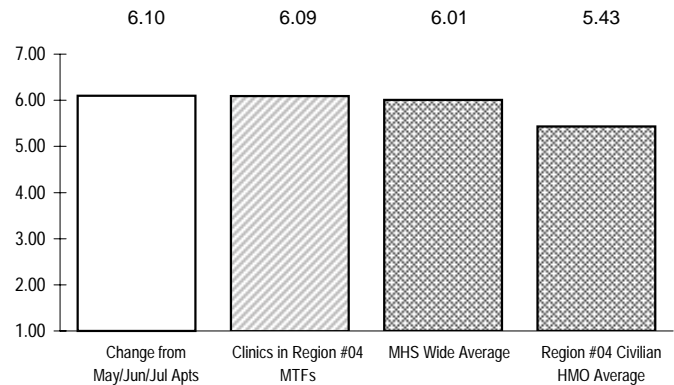
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Clinics in Region #04 MTFs

Significantly Different From Clinics in Region #04 MTFs

#### Comparison To:

Change from May/Jun/Jul Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	MHS Wide Average	Region #04 Civilian HMO Average
<input type="checkbox"/>	<b>Access Average</b>	3.79	3.64	3.52
<input type="checkbox"/>	* Access to medical care (Q10b)	3.85	3.72	3.73
<input type="checkbox"/>	* Referral for specialty care (Q10c)	3.77	3.69	N/A
<input type="checkbox"/>	* Office wait time (Q9)	3.70	3.57	3.24
<input type="checkbox"/>	Time to return your call (Q11)	3.63	3.44	3.00
<input type="checkbox"/>	Ease of making phone appointment (Q10a)	3.91	3.71	3.88
<input type="checkbox"/>	Appointment wait time (Q7)	3.81	3.71	3.57
<input type="checkbox"/>	<b>Quality Average</b>	4.16	4.08	3.86
<input type="checkbox"/>	** Overall quality of care received (Q3j)	4.24	4.14	3.91
<input type="checkbox"/>	** How well the care met your needs (Q3i)	4.08	4.01	3.81
<input type="checkbox"/>	** Thoroughness of treatment (Q3c)	4.24	4.16	3.90
<input type="checkbox"/>	How much you were helped (Q3h)	4.03	3.97	3.79
<input type="checkbox"/>	Explanations of procedures and tests (Q3d)	4.21	4.14	3.87
<input type="checkbox"/>	<b>Interpersonal Relationship Average</b>	4.18	4.09	3.81
<input type="checkbox"/>	** Personal interest in you (Q3e)	4.24	4.12	3.89
<input type="checkbox"/>	** Advice on ways to avoid illness/stay healthy (Q3f)	4.04	3.99	3.68
<input type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)	4.03	3.97	3.60
<input type="checkbox"/>	Attention given to what you had to say (Q3b)	4.29	4.19	3.93
<input type="checkbox"/>	Friendliness and courtesy of staff (Q3a)	4.30	4.20	3.96

Your rating is:



Lower



Same



Higher